

Frequently Asked Questions

This area will be updated often with questions received into the helpdesk by MEMSIS users. Please be sure and check back at this location from time to time for answers to problems you may encounter in MEMSIS. If you have a problem with MEMSIS and you can't locate the solution here, contact the helpdesk at 1-800-957-5262.

As a field paramedic or EMT, I attempted to gain access to MEMSIS and cannot remember my password. How do I reset my password?

When gaining access to your account on MEMSIS, the system automatically locks out a user after three attempts. If this happens to you, contact your local MEMSIS administrator (usually your operations manager). He/She has permissions to reset individual passwords. If the administrator encounters any issues (i.e. individual is locked out), he/she will contact MEMSIS Registrar via email and/or by phone for resolution.

As an Administrator, can I reset an employee's password?

As an Administrator you may reset user passwords as long as the user has not inactivated their account by three invalid login attempts. Once the user has become inactive due to the wrong login attempts, you as the local service administrator will have to contact Donna Smith at 601-576-7371 or email donna.smith@msdh.state.ms.us.

The application resides on the MSDH Information Technology servers, securely firewalled with securities in place. When an administrator enters the reset password the letters are blocked out.

When should I submit my data to the state?

You can transmit your data to the state as often as you would like. Some services are transmitting daily, some weekly and some once a month. Ambulance services are required to submit all runs for a month by the seventh of the following month. Ambulance services that are transmitting more frequently do so primarily to verify that their personnel are currently certified. Instead of getting twenty or more runs rejected for invalid employees they only get a day or week's worth of violations back so they can fix the employee certification problem. .

How does a service verify or check the status of certifications for individuals working for the service?

You can check on a person's certification by calling 601-576-7380 and asking for certification or by emailing the certification desk.

You can also check the status of a vehicle permit by contacting your inspector at the same number or asking for Dale Holdiness if your inspector is not available. You may also find E-Mail addresses for your inspector and certification personnel on this site in the directory section.

How do I get the most current version of Field Bridge software?

Go to: <http://www.imagetrend.com> EDS Downloads. Subscribers are entitled to free upgrades pursuant to their current support agreements for ImageTrend EMS Bridge software including:

- Latest version and updates

- Access to release notes
- Documentation
- Additional Resources

If you have any issues while downloading the Field Bridge and upgrades, please contact BEMS or one of the following:

- Call Imagetrend toll-free at 888.469.7789 (Monday - Friday, 8:30am - 5:00pm CST)
- Submit a support incident online at www.imagetrend.com/support

How do I check and see if the State Bridge software is the most current version?

StateBridge is a web based application. The software is always current. Any new releases or upgrades are completed by the MSDH Health Informatics database administrators.